

January 27, 2005

Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

Re: BellSouth Petition for Forbearance, WC Docket No. 04-405

Dear Secretary,

I strongly oppose the reduction or elimination of broadband regulation BellSouth. The granting of petition 04-405 will benefit large and powerful corporations to the detriment of individual consumers and smaller, local ISP's.

My local DSL provider, sonic.net, makes their living supplying excellent service, great tech support and personalised assistance to its loyal and valued customers. It provides this superior and accessible service on a timely and professional basis for fair, competitive prices, something the large phone companies would not. My ISP is one of the highest rated in the country, with the almost monopolies coming in almost last. When I call sonic.net, a human being answers and stays with me until the problem is solved. By contrast, whenever there was a problem with a large, international provider, I had nothing but frustration waiting on hold and receiving differing and inaccurate answers by impersonal customer service employees.

Small businesses are the essence of a free market and give consumers choices that larger ones do not. If this forbearance is granted, you guarantee the demise of small ISP s and ensure that communications services rates will increase once the large telephone companies have achieved monopoly status.

The companies which built the Internet should not be wiped away and replaced by the large telephone monopolies. FCC deregulation has been a terrible failure in the broadcast industry, resulting in an alarming concentration of ownership that has damaged the American spirit of fair and open expression of ideas. Please continue to regulate broadband.

Sincerely,

Jill Henry  
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